



INTERAGENCY CONNECTION

215 Dean A. McGee, Suite 320, Oklahoma City, OK 73102

<http://www.oklahoma.feb.gov/>

(405) 231-4167

Chair's Corner



As we enter the busiest time of year for the Federal Executive Board, please note that there are several items of interest scheduled for the month of April. Those items include:

Shared Neutrals Training: This is a rigorous, one week program for federal employees interested in learning mediation skills. This is also the training that identifies future mediators for our inter-agency Shared Neutrals Program.

Federal Executive Board Meeting: This meeting will be an interactive exchange with officials from the St. Louis Office of the EEOC, who are now responsible for handling formal EEO complaints for all federal agencies in Oklahoma. This meeting will allow those individuals tasked with EEO related duties to provide input as to what practices have worked well in the past, while gathering direction to ensure continued accuracy and efficiency.

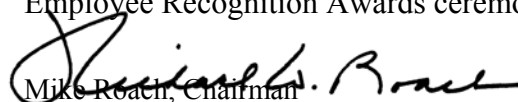
Federal Executive Board Luncheon: Dee Ann Batten, Ph.D., Office of Policy and Evaluation of the Merit Systems Protection Board, will present the results of a study that focuses on the management of "Contracting Officer Representatives" and the end results

of the contracts they oversee. Dr. Batten has requested that we organize a couple of groups for discussion during her visit, so we may be contacting you with an opportunity to participate in this forum.

Administrative Professionals Day: Your FEB will be hosting a one day training event to recognize and honor the efforts of administrative and support personnel. This day of instruction is designed to provide the participants with various ideas as to how they can perform more efficiently and improve communication skills.

Leadership FEB: This year's program is well underway, with the third full day of the curriculum planned for later this month. The participants are enthusiastic, curious and interested in learning from those who lead each of the agencies they visit.

Please make note of the many opportunities this month to take part in the FEB activities. Also, remember to add May 1st to your calendar and plan on attending our annual Employee Recognition Awards ceremony.


Mike Roach, Chairman

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Why contract labor is booming

Taken from Federal Times

By MOLLIE ZIEGLER, February 27, 2006

Federal employees take an oath to uphold the public interest. Contractors do not.

Federal employees are subject to an intricate web of conflict-of-interest rules and regulations. Contractors have no binding ethics rules.

Federal employees have extensive due process and grievance rights available to them. Contractors are employed at will.

Even though federal employees and contractors are subject to widely varying ethical, legal and business standards, they are increasingly working side by side in federal workplaces. Federal managers have to motivate and oversee both groups even though they may have little direct supervisory role over their contractor employees. Navigating these different rules can be a challenge, managers say, but those challenges are well worth the benefit. Contractor employees are ideal solutions to temporary work surges or shortages of hard-to-find skills.

"Increasingly, the civil service model is not fitting. Budgets are fluid. Programs come and go. Skill sets come and go. Blending [contractors and civil servants] gives you an agile work force that can respond to changing dynamics, budgets and skill sets," said NASA human resources manager Stephanie Spence Diamond.

Indeed, while contractors have been heavily employed by the government since the 1960s, their numbers are increasing substantially, according to a Nov. 16 report by the National Academy of Public Administration.

"The trend toward using workers who are not part of the federal civil service to carry out federal missions has escalated greatly in recent years," the report said.

Despite this trend, it is not known how many contractor employees work in federal workplaces. Agencies are not expected to keep track of this.

John Threlkeld, a lobbyist for the American Federation of Government Employees, said this is troubling.

"It's elementary that, to know what you're doing and how you're doing it, you need to know how many employees are doing it, and how they're performing," he said. "The federal work force size and its costs are meticulously documented, but unfortunately comparable data is not available for contractors."

The use of contract employees has gotten so popular that experts now are debating how to label it.

"We now have a name for a phenomenon that has been around for a while," said Alan Chvotkin, senior vice president and counsel of the Professional Services Council. He calls it the blended work force. But some government managers don't like the term because it implies equivalency between contractors and federal employees. They prefer the term multi-sector work force, to highlight the difference in rewards and motivation between the two groups.

Management challenges

With the increased management flexibility that contractor employees may bring, there are also some challenges. Contractors haven't taken an oath of office, don't have the same benefits, can't partake in some of the same team-building exercises as federal employees, and are subject to complex contracting rules. It's difficult to motivate people when they're not your employees, managers say. Federal managers are responsible for keeping on budget, upholding the law and delivering results related to the mission, but their oversight of contractors to monitor such issues is contractually limited.

Core group

In a blended work force, theoretically, managers retain a core set of employees and competencies, and add and subtract other personnel and skills as needed. In addition to contract employees, federal managers may also direct state and local civil servants; military personnel; and part-time, temporary or teleworking employees. Federal managers and human capital experts say the key is to determine which employees are core so that the agency is well-staffed with mission-critical employees and able to contract out for support and special skills.

Hiring contractors is a far better option than hiring permanent employees when they are only needed for a short time, said NASA's Diamond.

"Government can't be working in that cycle. Reductions in force are very disruptive," she said.

However, agencies should not rely on contract employees as a semi permanent work force, said Michael Kane, associate administrator for management and administration at the National Nuclear Security Administration. In the Washington area alone, NNSA contracts for about 245 employees to work with about 750 federal employees.



Why contract labor is booming (cont'd)

If a contractor comes in and develops an expertise that is critical to an agency and useful only to that agency, that's bad for both the agency and the contractor, Kane said. It's bad for the agency because it may find itself forced to contract with the same company year after year so it won't lose that expertise. And it's bad for the contractor because, if the agency's budget dries up, the contractor employees could lose their jobs. He said he works with contract managers to avoid such situations.

Legal and regulatory traps

One Interior Department manager, who asked not be identified, advises managers to be more aware of procurement and contracting rules as they find themselves relying increasingly on contractor employees.

The first time she managed a project with contract employees, she reallocated the workload after a few weeks. This would have been normal procedure if everyone were a federal employee, but the contract employees resisted and she was reprimanded by the contract manager. She didn't know that federal managers couldn't modify the day-to-day work for contract employees.

"Managers don't have to be contracting experts, but they do need to understand the basic legal rules and regulations surrounding contractors and how they should be treated," said Steve LeSueur, a consultant with LeSueur Communications. He has researched how managers can get the most out of their blended work forces on behalf of the Centers for Medicare and Medicaid Services. The majority of the agency's claims and processing work is done by contractors.

Managers need better understanding of the particular contract they are working on, the scope of the contract and the appropriate ways to interact with the contractor, he said.

Fresh ideas

With the limited hiring allowed by today's budget climate, contracting allows NNSA's Kane to temporarily bring in expertise that wouldn't normally be available.

The value of contractor hiring is "it is constantly infusing new ideas, new perspectives and new points of view to the decision maker," Kane said.

The focus on delivering results has precipitated a more diverse work force in federal agencies, said Richard Morton, director of government services for the American Management Association, a consulting company in New York. Agencies increasingly are looking for diverse views when taking on big

projects in order to get better, more workable solutions, he said.

Losing employees

Federal managers and executives said that having contractors and federal employees working together can sometimes prompt federal employees to seek work with a contractor.

And, if contractors work in programs where they are given security clearances, they often find themselves more marketable elsewhere. "That's life," said Kane. "You need to accept the fact that it's going to occur."

He said agency managers need to give challenging work to both contract and federal employees to retain them.

Contract employees will also compete for federal jobs and get them based on their federal experience.

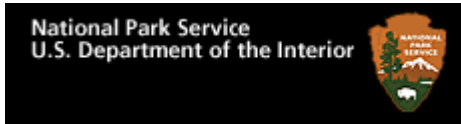
"Consider that a success. If people want to hire people you've trained or given experience to, that makes you a more desirable employer," Kane said.

<i>Federal Employee</i>	<i>Contractor Employee</i>
Reports to a federal manager	Reports to a contract manager
Tasks can be reassigned by manager	Tasks can't be reassigned by a federal manager
Pay, benefits set by law	Pay, benefits set by contractor
Manager decides rewards, disciplines	Contractor decides rewards, disciplines
Sworn to uphold public interest	Allegiance to employer
Inculcated with agency mission, culture	May be unfamiliar with Agency culture
Must follow bureaucratic rules and regulations	Free to work outside bureaucratic rules
Subject to conflict-of-interest, ethics rules	No legally binding ethics rules
Protected my merit, grievance system	Employed at will, no grievance system
Some whistleblower protections	No whistleblower protection
Difficult to fire	Relatively easy to fire

Tim Kauffman contributed to this report



Spotlighting Federal Agencies Did You Know...?



The National Park Service preserves unimpaired the natural and cultural resources and values of the national park system for the enjoyment, education, and inspiration of this and future generations. The Park Service cooperates with partners to extend the benefits of natural and cultural resource conservation and outdoor recreation throughout this country and the world.

To achieve this mission, the National Park Service adheres to the following guiding principles:

Excellent Service: Providing the best possible service to park visitors and partners.

Productive Partnerships: Collaborating with federal, state, tribal, and local governments, private organizations, and businesses to work toward common goals.

Citizen Involvement: Providing opportunities for citizens to participate in the decisions and actions of the National Park Service.

Heritage Education: Educating park visitors and the general public about their history and common heritage.

Outstanding Employees: Empowering a diverse workforce committed to excellence, integrity, and quality work.

Employee Development: Providing developmental opportunities and training so employees have the , "tools to do the job" safely and efficiently.

Wise Decisions: Integrating social, economic, environmental, and ethical considerations into the decision-making process.

Effective Management: Instilling a performance management philosophy that fosters creativity, focuses on results, and requires accountability at all levels.

Research and Technology: Incorporating research findings and new technologies to improve work practices, products, and services.

Shared Capabilities: Sharing technical information and expertise with public and private land managers.



The US Postal Service delivers to every household and

business in the United States. Every American has access to their products and services and pays the same postage rate for First-Class® Mail service regardless of geographic location. They:

- Deliver 212 billion pieces of mail to over 144 million homes, businesses and Post Office boxes in virtually every state, city, and town in the country, including Puerto Rico, Guam, the American Virgin Islands and American Samoa.
- Handle more than 44% of the world's card and letter mail volume — delivering more mail to more addresses and to a larger geographic area than any other postal service in the world.
- Serve over 7.5 million customers daily at more than 37,000 Post Offices™. And 1,450 of our Post Offices now stay open later.
- Provide stamps at:
 - More than 27,800 vending machines
 - Nearly 25,400 commercial retail outlets
 - Nearly 15,300 banking and credit union ATMs
 - 2,500 Automated Postal Centers®
- Have an annual operating revenue of nearly \$70B.
- Employ more than 700,000 career employees, who communicate with each other on the world's largest intranet.
- Pay more than \$2B in salaries and benefits every 2 weeks.

Did You Know?

- According to the Cable & Telecommunications Association, 70% of consumers prefer to receive advertisements and promotions via the U.S. Mail.
- They move mail using most means of transportation: planes, trains, trucks, cars, boats, bicycles, and even mules.
- When fuel costs rise just one cent, their costs increase \$8 million.
- About 14% of the nation's population moves every year, generating more than 45 million address changes.
- In 2005, they accepted 4.7M passport applications — 65% of the total processed by the Department of State.
- They receive no tax dollars from the federal government for operations. They are a self-supporting agency, using the revenue from the sales of postage and postage-related products to pay expenses.



UPCOMING EVENTS

April

Apr 3-7, 2006 All Day	Shared Neutrals Training POC: FEB Office, 405-231-4167
Apr 5, 2006 2:30 p.m.	FEB Mtg with St. Louis EEOC Officials 301 NW 6 th St., HUD Training Rm POC: FEB Office, 405-231-4167
Apr 12, 2006 7:30 a.m.	Mayor's Committee on Disability Concerns POC: FEB Office, 405-231-4167
Apr 12, 2006 11:30 a.m.	FEB Luncheon with MSPB Biltmore Hotel POC: FEB Office, 405-231-4167
Apr 12, 2006 2:00 p.m.	Emergency Preparedness Council 4020 N. Lincoln, USDA-APHIS Ofc POC: FEB Office, 405-231-4167
Apr 13, 2006 11:30 a.m.	Society of Govt Meeting Professionals Doubletree Downtown Tulsa POC: FEB Office, 405-231-4167
Apr 14, 2006 10:00 a.m.	Executive Policy Council Mtg POC: FEB Office, 405-231-4167
Apr 19, 2006 10:00 a.m.	Interagency Training Council BLM, 7906 E 33rd St, Ste 101-Tulsa POC: Sherri Beasley, 405-231-5854
Apr 20, 2006 12:00 noon	Black Program Council Mtg Ralph Ellison Library, 2000 NE 23rd POC: Rick Romain, 405-553-8873
Apr 26, 2006 All Day	Administrative Professionals Day Training for Admin & Support Staff Crowne Plaza, 2945 NW Expwy, OKC POC: FEB Office, 405-231-4167
Apr 27, 2006 All Day	Leadership FEB POC: FEB Office, 405-231-4167
Apr 25, 2006 11:00 a.m.	Federal Employees Care Council LaLuna Restaurant, OKC POC: Tom Burton, 405-954-0625
Apr 28, 2006 12:00 noon	Naturalization 200 NW 4 th St. POC: FEB Office, 405-231-4167

FEBs promote & support national initiatives and respond to local needs of federal agencies & the community.

Your Federal Executive Board

"Federal Executive Boards (FEBs) are generally responsible for improving coordination among federal activities and programs in...areas outside of Washington, D.C...FEBs support and promote national initiatives of the President and the administration and respond to the local needs of the federal agencies and the community." (GAO-04-384)

We applaud the efforts of the Oklahoma FEB Executive Policy Council members who ensure information is provided to direct our activities and efforts:

- Jim Akagi, US Drug Enforcement Administration
- Ron Berryhill, Director, USDA Risk Management Agency
- Michael Deihl, Administrator, Southwestern Power Administration, Tulsa
- Col Dean Despinoy, Commander, 507th Air Refueling Wing
- Steve Gentling, Director, VA Medical Center
- Bill Fillman, Director, VA Central Area, Muskogee
- Larry Flener, Representative for the District Director, US Postal Service
- Dottie Overal, Director, Small Business Administration
- Patti Ford, Director of Staff, Tinker AFB
- Lindy Ritz, Director, FAA Mike Monroney Aeronautical Center

This newsletter is published monthly as a cost-effective tool for communicating events and issues of importance to the federal community in Oklahoma. If you have news of interest, please fax to the FEB Office at (405) 231-4165 or email to LeAnnJenkins@juno.com no later than the 15th of each month.

Elected Officers:

Chair: Mike Roach, U.S. Marshal
US Marshals Service
Western District of Oklahoma

Vice-Chair: Kevin McNeely
OKC Field Office Director
US Department of Housing and Urban Development

Staff:

Director: LeAnn Jenkins
Assistant: Vacant
Program Support: Constance Ward

Please feel free to copy this newsletter & distribute. The newsletter is available on our website, <http://www.oklahoma.feb.gov> where you can also request to receive it electronically.



Volunteer Voice

Federal Employees Care Council

Volunteers with the Federal Employees Care Council (FECC) have been busy lately. In February, we provided dinner for the Ronald McDonald House, a temporary residence for families who have children undergoing medical treatment at Children's Hospital. Tina Brodersen, BOP, arranges the dinners, usually on a quarterly basis. The RMDH residents are always very appreciative.



RMDH chefs l-r: Suzanne Ward, VAMC; Tom and Janet Burton, FAA; Pam Downs, FAA-ret; Connie Wells, IRS; and Tina Brodersen, BOP.

One of the annual events supported by the FECC is the OETA fund-raising festival. We man the phones to take pledges of monetary support from watchers of public television, represented in Oklahoma by OETA. We collected over \$17,000 in pledges. Next year, we will have to challenge Federal employees to contribute during our shift. Think of the impact that will make!



L-R: Pam Downs, FAA-ret; Penni Ellis, DODS-ret; Kevin Smith, IRS, Sylvia Neris, TAFB



TAFB volunteers (l-r): Cathey Thompson, Lou Montgomery, Mary Ann Sarnz, Carol Farmer, and Sheila Sims



OETA Festival host Jim Miller interviews FECC chair Tom Burton, FAA, on air. Below, cheering, are Rose McCurdy, Connie Wells, IRS; and Tina Ensey, FAA

Coming Up:

One of the biggest events for the FECC is the annual Festival of the Arts, this year to run April 25-30. We provide volunteers on production as well as in the Artists' Market (print tent).

Production crews essentially build a city in downtown OKC and keep it operating; then they tear it down. If you ever wanted to be a "Roadie," this is for you. It's critical manual labor that starts late in March and ends in May. We also have three shifts in the Artist Market on Thursday, 4/27. If you want to help, contact Tom Burton at 405.954.0626, or thomas.r.burton@faa.gov.



Beware: E-mail scam targets TSP participants

By TIM KAUFFMAN
2006

Taken from Federal Times, March 17,

The FBI is investigating a bogus e-mail that was sent March 16 to some of the 3.6 million Thrift Savings Plan participants asking for their Social Security numbers and other personal information that could be used to access their accounts, TSP officials said.

TSP officials said March 17 they are unsure how many participants received the e-mail and whether any accounts were breached. As a precaution, officials shut down the portion of the Web site that allows applicants to withdraw funds or apply for loans several hours after learning of the scam March 16. Access remained suspended as of press time March 17.

Transactions requested online are processed each day after noon. The bogus e-mail was sent a couple hours after the transaction period had closed for the day. TSP officials shut down the site around 6 p.m. March 16 and said they would review transactions made during the period in question to determine whether any appear suspicious before deciding whether to reactivate account access.

The e-mail, purportedly sent from the address accounts@tsp.gov, informs users that an e-mail address had been added to their accounts and instructs them to contact TSP customer service

with any questions by clicking on a link provided in the e-mail. The link takes users to a bogus version of the TSP account access screen, where they are asked to enter their Social Security numbers and the four-digit personal identification number (PIN) used to access their accounts. After entering that information, users are taken to another Web page where they are asked for credit card and banking information, TSP officials said.

Anyone who responded to the e-mail and entered personal information on the bogus Web site should call the TSP customer service center, their credit card company and their bank immediately, TSP officials said.

About 100 participants had called the TSP customer service call center regarding the e-mail by March 17, although more could have received the e-mail and simply disregarded it. The e-mail also went to people without TSP accounts.

TSP does not maintain participants' e-mail addresses and never sends out e-mails asking for personal information. Officials cautioned participants never to give out personal information in response to unsolicited e-mails.

TSP processed 353,000 transactions in February.

Mark your calendars today for the GSA EXPO 2006! May 15-18, 2006 in San Antonio, Texas

You are invited to experience the GSA 2006 EXPO in exciting San Antonio, May 15-18, at the Henry B. Gonzales Convention Center. The EXPO is a **FREE** dual Training Conference/Trade Show Exposition designed for all levels of federal and military personnel who make or impact procurement decisions. Choose from over 200 hours of very effective and relevant training (most classes grant Continuous Learning Points (CLPs) to help fulfill purchasing professionals' annual training requirements).


This is a unique training opportunity for the federal procurement community to gain valuable knowledge and insight on a vast array of topics taught by federal experts in their respective fields. You can also visit over 600 commercial vendors, each featuring their wide range of products and services available to federal agencies through GSA contracts. Over 100 JWOD partners will also be exhibiting.

GSA is offering a very diverse training package featuring 180 classes (some are updated favorites and some are brand new) over a three-day period and an on-line e-Learning room. Our goal is to meet your distinct training needs with the widest range of topics to support the widest range of job specialties. Topics include: procurement regulations, e-Tools (including GSA Advantage), GSA Global Supply, facilities management, financial management, building and workplace solutions, personal property management, government purchase card program management, performance-based acquisition, reimbursable work authorizations, GSA-assisted contracting, travel & transportation, and much, much more. Go to www.expo.gsa.gov or call 1-888-272-5565. Or call Brian Talley, the Customer Service Rep. for Oklahoma, at 405.231.4825



2006 Leadership Series

A Local Approach to Improving Leadership Competencies

	<ul style="list-style-type: none"> ▪ Project Management ▪ Bridging the Generational Divide ▪ Leading First, Manage Second ▪ Leadership Strategies (near and far) ▪ Ethics (oh yeah....it'll be fun)
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Name: _____

Agency: _____

Address: _____

Phone: _____ Fax: _____

Email: _____

<p>\$\$ Price Saver Series \$\$ <input type="checkbox"/> Full Series—5 Days \$650.00</p> <p><input type="checkbox"/> Pick three for \$435.00 <input type="checkbox"/> March 22 <input type="checkbox"/> May 23 <input type="checkbox"/> June 13 <input type="checkbox"/> July 12 <input type="checkbox"/> August 22</p> <p>Individual Training Day “Menu Prices” <input type="checkbox"/> World Class Project Management - March 22, 2006 \$159.00 <input type="checkbox"/> Bridging the Generational Divide - May 23, 2006 \$159.00 <input type="checkbox"/> Lead First, Manage Second - June 13, 2006 \$159.00 <input type="checkbox"/> Leadership Strategies (Near & Far) - July 11, 2006 \$159.00 <input type="checkbox"/> Ethics, Fact or Fiction - August 22, 2006 \$159.00</p>	<p>A Quality Organization  <i>The main difference between happy and unhappy people is that happy people mostly evaluate their own behavior and constantly attempt to improve what they do. Unhappy people, on the other hand, mostly evaluate the behavior of others and spend their time criticizing, complaining and judging in an attempt to coerce them into “improving” what they do. A quality organization, therefore, will consist of many more happy people than unhappy people.</i> <i>—William Glasser</i></p>
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Agency/Registrant may pay by:

☐ cash ☐ check ☐ credit card ☐ government voucher

Please mail this registration to: Or fax to:	Oklahoma Federal Executive Board 215 Dean A. McGee, Ste 320 Oklahoma City, OK 73102 (405) 231-4165
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Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through March 10, 2006. However, after that date, registrations must be honored by the individual or agency involved. If you are unable to attend, substitute attendees are authorized and encouraged!



Oklahoma Federal
Executive Board

2006 Public Service Recognition Week Employee of the Year Awards Banquet



American Society
for Public
Administration

Event information:

Date:	Monday, May 1, 2006
Time:	11:30am-1:00pm
Location:	Waterford Marriott, 6300 Waterford Boulevard

Driving Directions to Event from the North: Take I-44 west to Exit 126, turn RIGHT onto Ramp Turn West onto NW Grand Blvd Turn West onto NW 63rd St, Turn South onto Waterford Blvd.

Driving Directions to Event from the South: Take I-35 north to I-235 north; take NW 63rd exit and turn west. Turn South onto Waterford Blvd.

(specific directions can be obtained from www.mapquest.com)

Complimentary on-site parking (additional parking is available in parking garage across the street,NW). Valet parking is available at a rate of \$8 per day.

If you require special dietary accommodation, please contact the FEB Office, 405-231-4167.

Name: _____

Agency: _____

Address: _____

Phone: _____

Cost: \$20.00 per person

Payment:

☐ Cash

☐ Check

☐ Credit Card

☐ Voucher

☐ Enclosed

☐ Pay at the Door

Luncheon Tickets will be mailed to the address listed above for all pre-paid registrations with sufficient time to receive before the luncheon. This allows expedited entry into the event, without checking in at the registration table.

Please mail to:	Oklahoma Federal Executive Board 215 Dean A. McGee, Ste 320 Oklahoma City, OK 73102
Or fax to:	405-231-4165

Make checks payable to: Oklahoma Federal Executive Board

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through April 21, 2006. However, after that date, registrations must be honored by the individual or agency involved. If you are unable to attend, substitute attendees are authorized and encouraged!



**Annual FEB
Administrative Professional's Day Training
April 26, 2006**



What will you do for your Administrative staff this year?

Lunch? Gift of appreciation? Bōring!

Tell them you appreciate them in a way they'll remember!

Send them to a day of training on Administrative Professional's Day that will provide ideas on how they can perform more efficiently, improve communication skills and leave them energized and ready to tackle their duties, refreshed.

Date:	Wednesday, April 26, 2006 -- (Administrative Professional's Day)
Time:	7:30 a.m. Registration, 8:00 a.m. - 4:00 p.m. Training
Location:	Crown Plaza Ballroom, 2945 NW Expressway, OKC
Cost:	\$75.00
Who Should Attend?	Front line employees who represent the organization to outside customers and inter-organizational employees. Those individuals who utilize their skills to navigate difficult days to the benefit of the organization.

Topics	Presenter	Objective
Getting in Sync with Your Boss	Joey Muth, FAA	Learning to work with your leaders they way <i>THEY</i> work.
The Art of Calm	Charlotte Lankard, Integris Health, James L. Hall, Jr. Center for Mind, Body & Spirit	How to relax in stressful times to be more effective (at work and at home).
Professional Image & Etiquette	Karen Dickerson, OCU PLUS program	Projecting professional image for yourself and your organization.
Communication—Clearly	Darren Ransley, National Center for Employee Development	Covering the uses of communication and how to utilize more effectively.
How to Work with Difficult People	Vicki Corbin, Oklahoma Supreme Court, Early Settlement North	Communication skills when dealing with difficult people and difficult situations.

Registration

Name _____ Agency _____

Phone _____ Fax _____

Method of payment: ☐ Cash ☐ Government Voucher ☐ Credit Card ☐ Pay at the door

Mail registration to:	Federal Executive Board 215 Dean A. McGee, Ste 320 Oklahoma City, OK 73102
Or fax to:	405-231-4165

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through April 20, 2006. However, after that date, registrations must be honored by the individual or agency involved. If you are unable to attend, substitute attendees are authorized and encouraged!



Federal Executive Board Luncheon April 2006



Date:	Wednesday, April 12, 2006
Time:	11:30am-1:00pm
Location:	Biltmore Hotel
	401 S. Meridian, Oklahoma City
Speaker:	Dee Ann Batten, Ph.D., Office of Policy and Evaluation, MSPB

The U.S. Merit Systems Protection Board (MSPB) has published numerous studies; they will have two additional studies coming out in the next few weeks. One of the studies about to be published involves managing contracting officer representatives (CORs) to improve contract outcomes. Dr. Batten was the lead for that project and will present their findings on this topic at the Federal Executive Board luncheon. They are hopeful that this report will create considerable interest in the important issues involving COR management. The Oklahoma FEB is to be one of the first places the study is presented.

Salad, Baked Italian Lasagna with Marinara Meat Sauce, vegetables, rolls, and Iced Tea or Coffee

If you require special dietary accommodation, please contact the FEB Office, 405-231-4167.

Name: _____

Agency: _____

Address: _____

Phone: _____

Cost: \$12.00 per person

Payment:

☐ Cash

☐ Check

☐ Credit Card

☐ Voucher

☐ Enclosed

☐ Pay at the Door

Please mail to:	Oklahoma Federal Executive Board 215 Dean A. McGee, Ste 320 Oklahoma City, OK 73102
Or fax to:	405-231-4165

Make checks payable to: Oklahoma Federal Executive Board

Cancellation Policy: Understanding that unforeseen circumstances may preclude an individual from attending, refunds and cancellations will be permitted through April 7, 2006. However, after that date, registrations must be honored by the individual or agency involved. If you are unable to attend, substitute attendees are authorized and encouraged!



SUN	MON	TUES	WED	THUR	FRI	SAT
30	April 2006					1
2	3 Shared Neutrals Training	4	5 2:30 Mtg w/ EEOC	6 Shared Neutrals Training	7	8
9	10	11	12 11:30 FEB Luncheon 2:00 COOP Group	13 11:30 SGMP	14 10:00 Exec Pol Council	15
16	17	18	19 10:00 ITC	20 12:00 BPC	21	22
23	24	25 11:00 FECC	26 Admin Prof Training	27 Leadership FEB	28 Naturalization	29

OKLAHOMA FEDERAL EXECUTIVE BOARD
 215 DEAN A. MCGEE AVENUE, STE 320
 OKLAHOMA CITY, OK 73102-3422
 OFFICIAL BUSINESS ONLY

We wish to thank the FAA Franchise Print shop for their monthly assistance in the duplication and distribution of this newsletter.